

Fig. 1

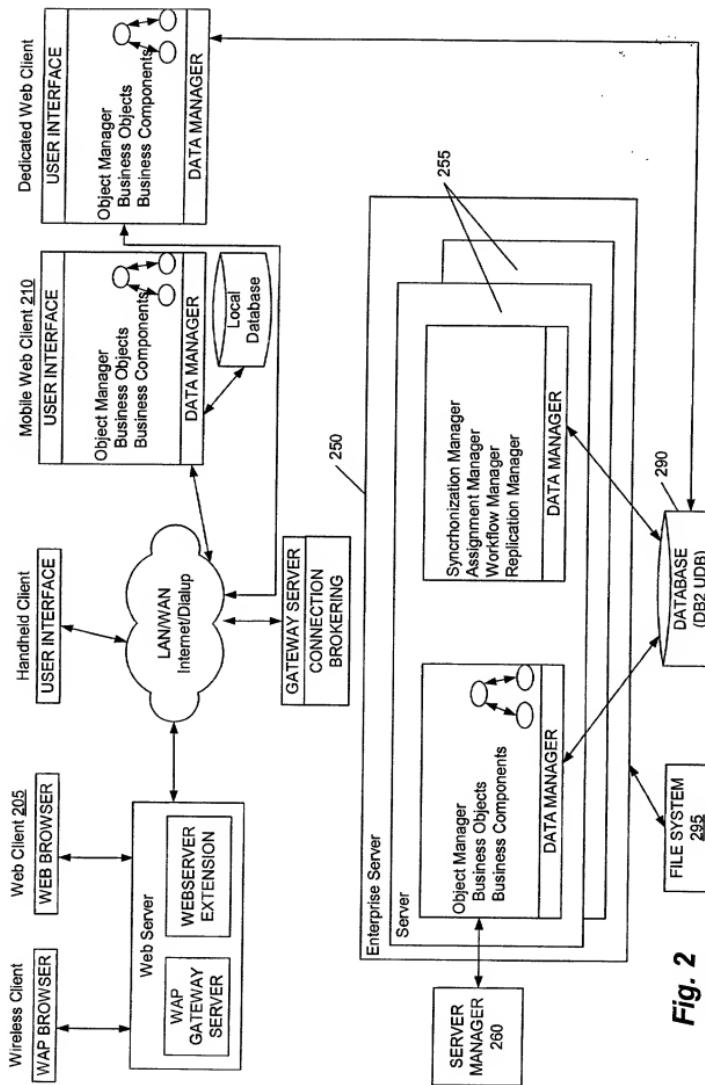


Fig. 2

206020 - 1693007

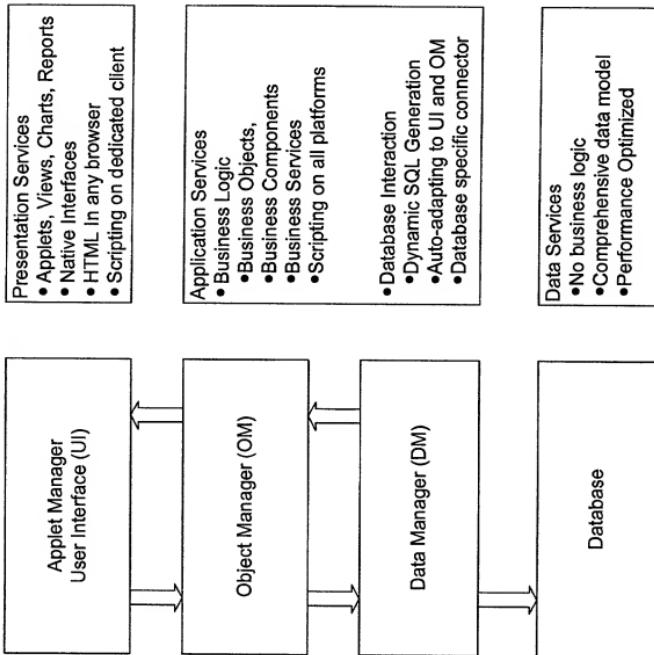


Fig. 3

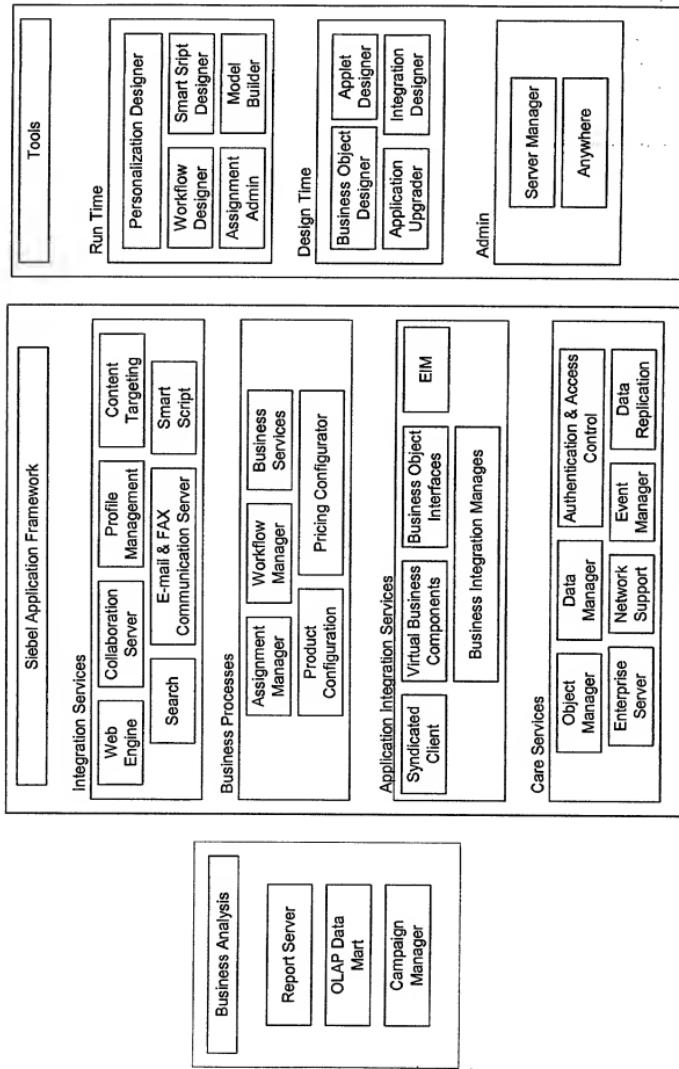


Fig. 4A

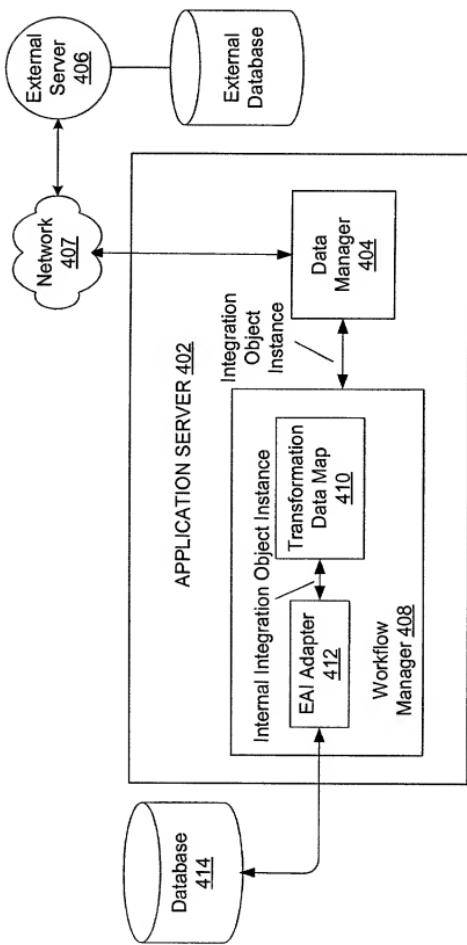


Fig. 4B

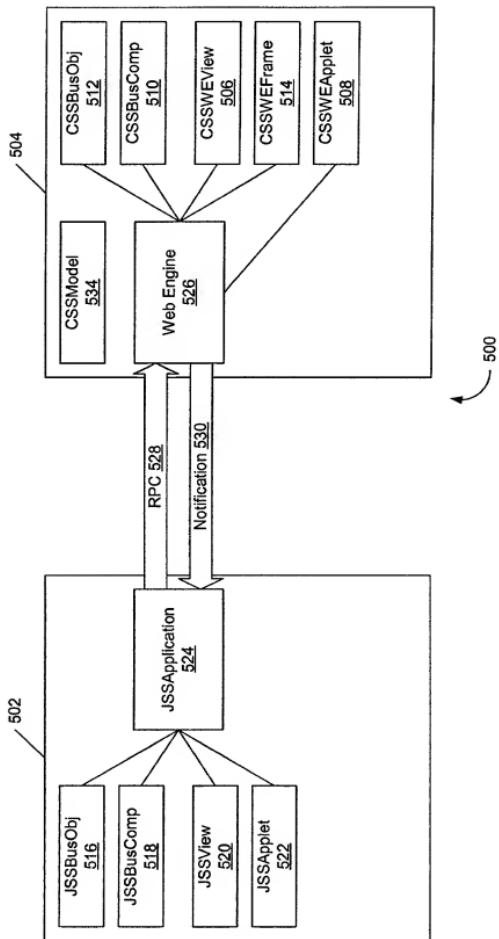


Fig. 5A

2006/0 - 16 Sep 2007

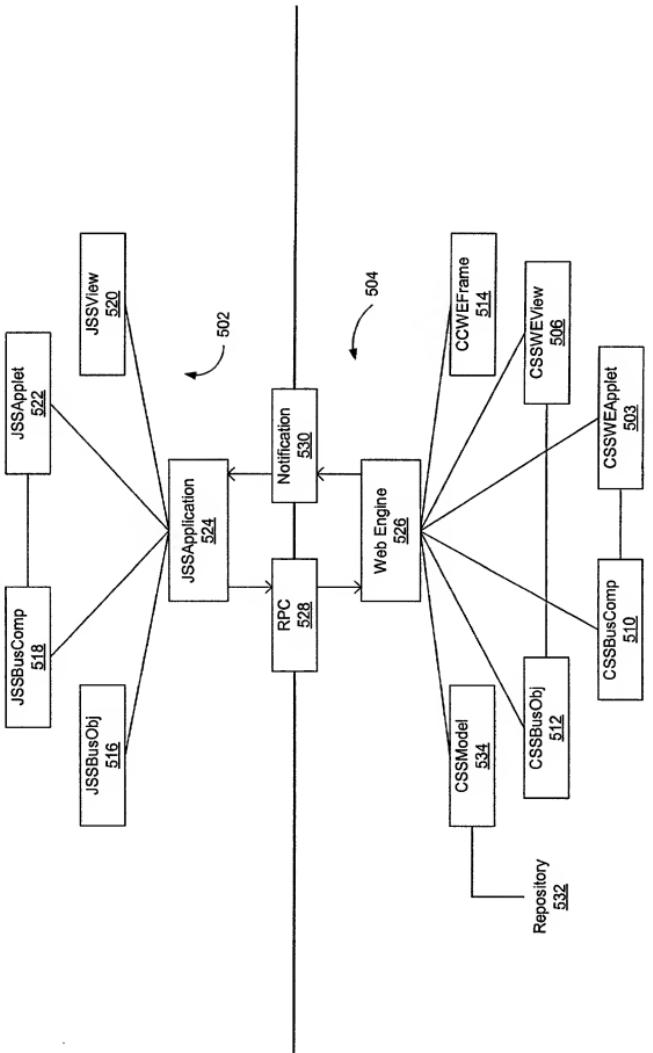


Fig. 5B

20060207-T69h200T

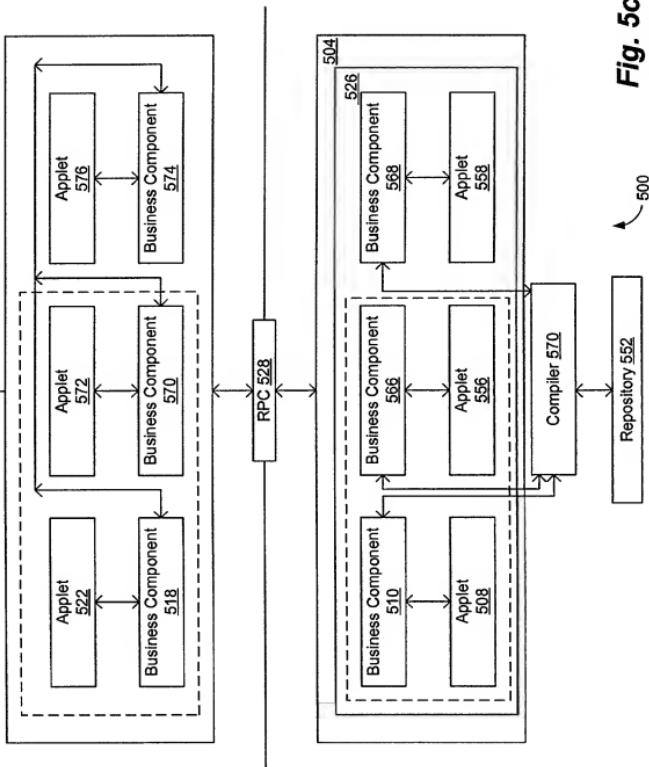


Fig. 5c

20060209 - 16942006T

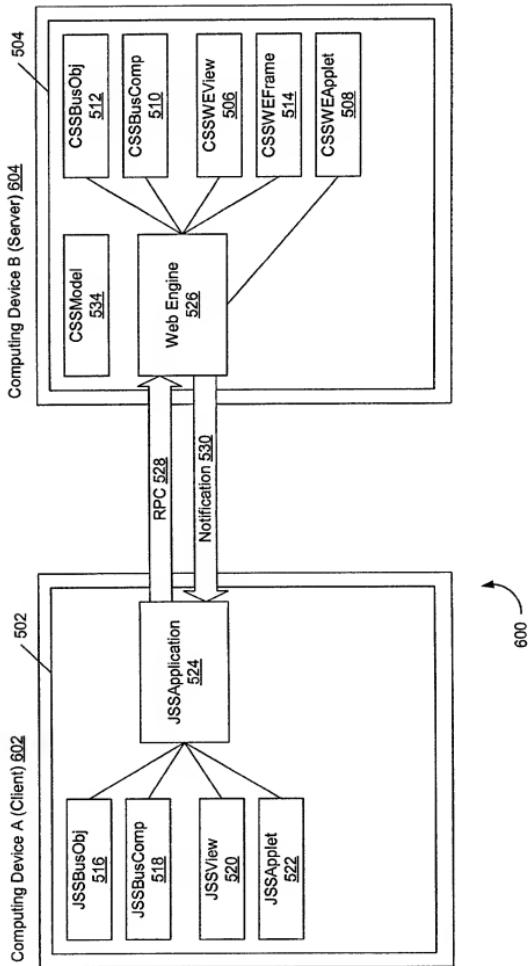


Fig. 6A

2006020 - 16942007

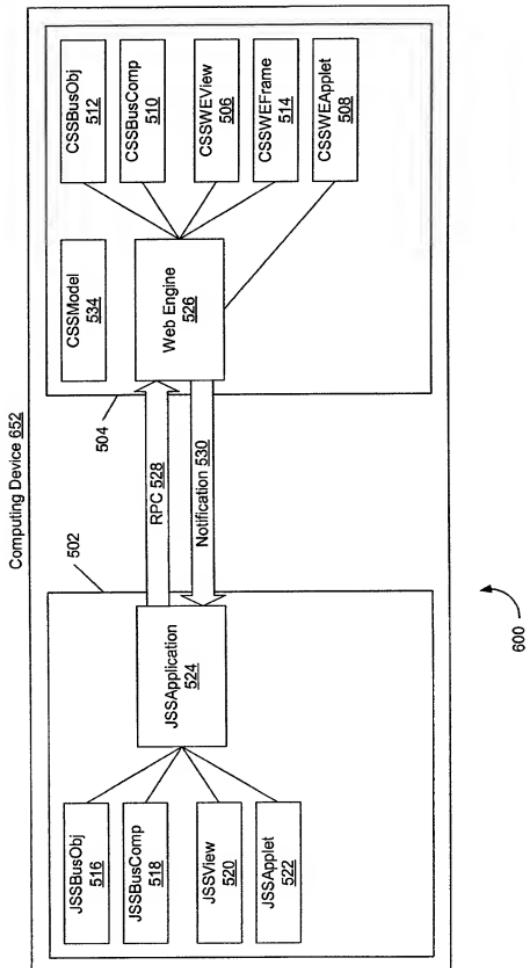


Fig. 6B

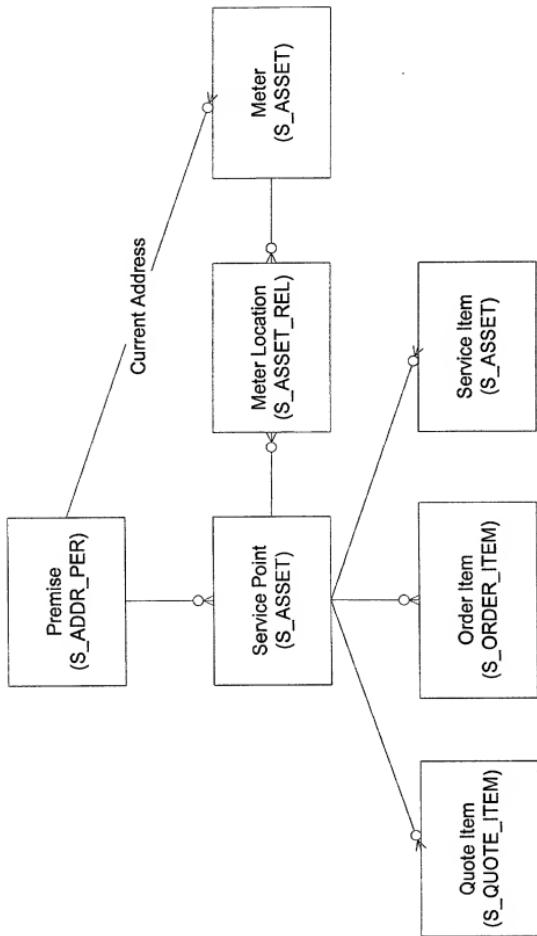
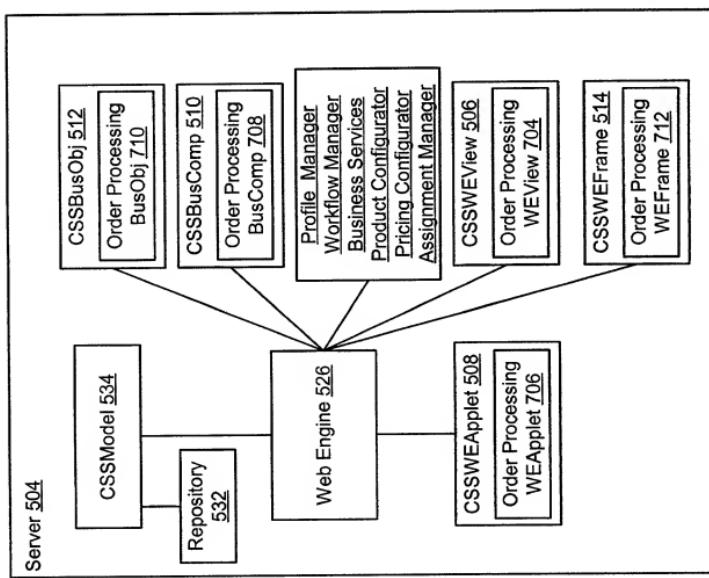


Fig. 7A

Fig. 7B

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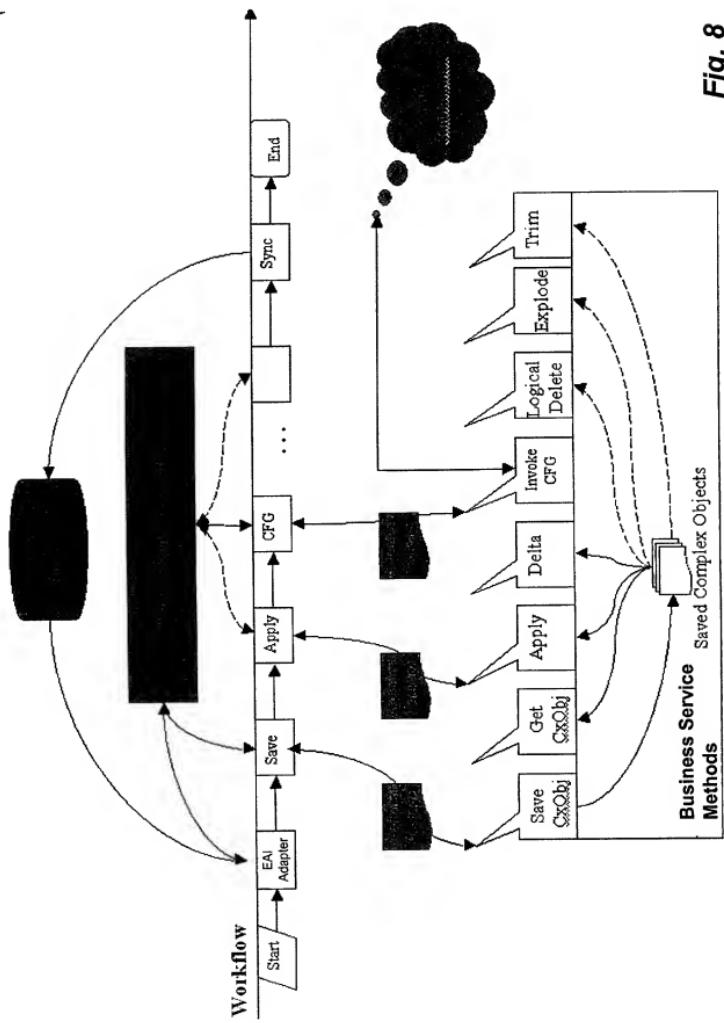


Fig. 8

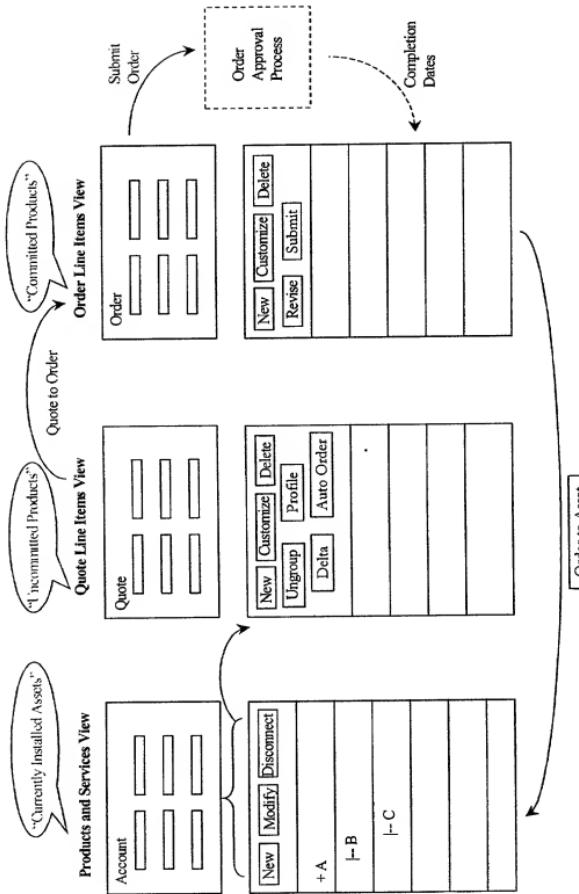


Fig. 9A

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File	Edit	View	Help	Home	Accounts	Premises	Work Orders	Trouble Tickets	Service Requests	Fraud Management	Credit Management	Agreements	Factors	Co
Favoris: * Null Query														
All Accounts														
Account:														
Accounts <input type="button" value="New"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Print"/> <input type="button" value="Search"/> <input type="button" value="Report"/> 1 - 7 of 7														
New	Name	Move	Parent	Main Phone #	Status	Type	Account Team	Account Team	Customer	Customer	Customer	Customer	Customer	Customer
	ABC Americas East			(908) 456-8900	Active	Distributor	SADMIN	SADMIN						
	ABC Mart #18	Montgomery		(908) 325-6701	Active	Retailer	SADMIN	SADMIN						
	ABC Mart #17	Princeton	ABC Americas East	(908) 325-6702	Active	Retailer	SADMIN	SADMIN						
	ABC Mart #21	Pennington		(908) 325-7801	Active	Retailer	SADMIN	SADMIN						
	Ace Corporation	HQ		(908) 456-8900	Active	Distributor	SADMIN	SADMIN						
	Ace Corporation			(908) 456-8900	Active	Distributor	SADMIN	SADMIN						
	Americas Accounts			(908) 456-8900	Active	Distributor	SADMIN	SADMIN						
<input type="button" value="More Info"/> <input type="button" value="Account Affiliate"/> <input type="button" value="Move"/> <input type="button" value="D&B Reports"/> <input type="button" value="Account Catalog"/> <input type="button" value="Account Team"/> <input type="button" value="Activities"/> <input type="button" value="Address Profile"/> <input type="button" value="Add"/>														
*Name: <input type="text" value="ABC Mart #7"/> Address Line 1: <input type="text" value="120 University Street, Suite 100"/> City: <input type="text"/> Zip: <input type="text"/>														
*Account Type: <input type="text"/> Main Phone #: <input type="text" value="(908) 325-6702"/> Main Fax #: <input type="text" value="(908) 325-6705"/> *Account Class: <input type="text"/> Customer: <input type="checkbox"/> Distributor: <input type="checkbox"/> Retailer: <input type="checkbox"/> Other: <input type="checkbox"/>														
Site: <input type="text"/> Status: <input type="text"/> Industry: <input type="text"/> State: <input type="text"/> Country: <input type="text"/>														
*Synonyms: <input type="text"/> Address Line 2: <input type="text"/> Zip: <input type="text"/>														

Fig. 9B

Fig. 9C

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Quote

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Opportunity

Quote #:	[REDACTED]	Opportunity	[REDACTED]
Revision:	[REDACTED]	Status:	Order Pending
Name:	[REDACTED] 1-TOMLH	Price List:	Application List Prices - eBusiness
Comments:	[REDACTED]	Discount:	[REDACTED]
Active:	<input checked="" type="checkbox"/>	Agreement Name:	[REDACTED]
Site:	[REDACTED]	Organization:	[REDACTED]
Account:	[REDACTED] Merch International	Service Account:	[REDACTED] Merch International
Last Name:	Dakon	Current Price:	[REDACTED] USD
First Name:	[REDACTED]	Billing Account:	[REDACTED]
Sales Rep:	[REDACTED] ADMIN	Comments:	[REDACTED]
Effective:	[REDACTED] 8/3/2001	Through:	[REDACTED] 9/2/2001
Created:	[REDACTED] 8/3/2001	Due:	[REDACTED]

Line Item [SAP]

More Info	Attachments	Bill To/Ship To	Line Item	Line Item [SAP]	Orders	Terms & Totals	Charts
<input type="button" value="New"/>	<input type="button" value="Open"/>	<input type="button" value="Print"/>	<input type="button" value="Delete"/>	<input type="button" value="Copy"/>	<input type="button" value="Print"/>	<input type="button" value="Print"/>	<input type="button" value="Print"/>
Sequence	Qty ▲▼	Item	Start Price ▲▼	Net Price	Extended Price	UoM	Service Point ID
1	10	Calenda Menses 6	150.00	150.00	1500.00	Each	12-1890038 Add

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Fig. 9D-1

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More Info	Agreements	Attachments	Bill To/Ship To	Line Items	Line Item (SAP)	Orders	Terms & Totals	Charts	
<input type="button" value="New"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>	<input type="button" value="Print"/>						
Sequence	Qty ▲▼	Item	Start Price ▲▼	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action
1	<input type="checkbox"/> 10	California Wireless 6	150.00	150.00	1500.00	Each		12.48D139	<input type="button" value="Update"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
2	<input checked="" type="checkbox"/> 1	Call Waiting	3.00	3.00	30.00	Per Month	27398201		<input type="button" value="Update"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
3	<input type="checkbox"/> 1	Nokia 8009	160.00	160.00	160.00	Each			<input type="button" value="Update"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
4	<input type="checkbox"/> 1	Hands Free Access	25.00	0.00	0.00	Each			<input type="button" value="Update"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>

1 of 1

Comments:	<input type="text" value="Description of pricing, discounts and adjustments for both MRC and NRC."/>
Item Total MRC:	<input type="text" value="50.00"/>
Total Item Discount MRC:	<input type="text" value="0.00"/>
Net Total MRC:	<input type="text" value="50.00"/>
Adjustment MRC:	<input type="text" value="0"/>

Fig. 9D-2

206020 - 16 Sep 2007

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More Info		Agreements		Attachments		Bill To/Ship To		Orders		Terms & Totals		Charts																																																																																																
<input type="button" value="New"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>	<input type="button" value="Replace"/>	<input type="button" value="Merge"/>	<input type="button" value="Copy"/>	<input type="button" value="Print"/>																																																																																																						
Sequence	Qty ▲▼	Item		Start Price ▲▼	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action																																																																																																		
1	<input type="checkbox"/>	10 California Wireless 600		150.00	150.00	1500.00	Each		1248hID39	Update																																																																																																		
2	<input checked="" type="checkbox"/>	1 Call Waiting		3.00	3.00	30.00	Per Month	27348201		Add																																																																																																		
3	<input type="checkbox"/>	1 Nokia 8009		160.00	160.00	160.00	Each			Delete																																																																																																		
4	<input type="checkbox"/>	1 Hands Free Accessory		0.00	0.00	0.00	Each																																																																																																					
Totals																																																																																																												
<table border="1"> <tr> <td colspan="2">Line Item Detail</td> <td colspan="2">Attributes</td> <td colspan="2">Deals</td> </tr> <tr> <td><input type="button" value="New"/></td> <td><input type="button" value="Save"/></td> <td><input type="button" value="Delete"/></td> <td><input type="button" value="Print"/></td> <td><input type="button" value="Print"/></td> <td><input type="button" value="Print"/></td> </tr> </table>													Line Item Detail		Attributes		Deals		<input type="button" value="New"/>	<input type="button" value="Save"/>	<input type="button" value="Delete"/>	<input type="button" value="Print"/>	<input type="button" value="Print"/>	<input type="button" value="Print"/>																																																																																				
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<table border="1"> <tr> <td colspan="2">Product:</td> <td colspan="2">Service Account:</td> <td colspan="2">Customer:</td> </tr> <tr> <td colspan="2">California Wireless 600</td> <td colspan="2">AK's Partner (Service)</td> <td colspan="2">Customer</td> </tr> <tr> <td colspan="2">Service Id:</td> <td colspan="2">Billing Account:</td> <td colspan="2">Comments:</td> </tr> <tr> <td colspan="2">1</td> <td colspan="2">AK's Partner (Billing)</td> <td colspan="2"></td> </tr> <tr> <td colspan="2">Service Point ID:</td> <td colspan="2">Agreement Name:</td> <td colspan="2">Pricing C:</td> </tr> <tr> <td colspan="2"></td> <td colspan="2">Test Agreement</td> <td colspan="2"></td> </tr> <tr> <td colspan="2">Action:</td> <td colspan="2">*Qty:</td> <td colspan="2">Disc Price:</td> </tr> <tr> <td colspan="2">Add</td> <td colspan="2">10</td> <td colspan="2"></td> </tr> <tr> <td colspan="2">Package:</td> <td colspan="2">Attributes:</td> <td colspan="2">Product 1</td> </tr> <tr> <td colspan="2"></td> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td colspan="2">Service:</td> <td colspan="2">Covered Product:</td> <td colspan="2">Part #:</td> </tr> <tr> <td colspan="2"><input checked="" type="checkbox"/></td> <td colspan="2">WPS</td> <td colspan="2">WPS</td> </tr> <tr> <td colspan="2">Service Asset #:</td> <td colspan="2">Next Discount:</td> <td colspan="2">UpSell:</td> </tr> <tr> <td colspan="2"></td> <td colspan="2"></td> <td colspan="2"></td> </tr> <tr> <td colspan="2">Net Disc %:</td> <td colspan="2">Current Discount:</td> <td colspan="2">Product 2</td> </tr> <tr> <td colspan="2">10</td> <td colspan="2"></td> <td colspan="2"></td> </tr> </table>													Product:		Service Account:		Customer:		California Wireless 600		AK's Partner (Service)		Customer		Service Id:		Billing Account:		Comments:		1		AK's Partner (Billing)				Service Point ID:		Agreement Name:		Pricing C:				Test Agreement				Action:		*Qty:		Disc Price:		Add		10				Package:		Attributes:		Product 1								Service:		Covered Product:		Part #:		<input checked="" type="checkbox"/>		WPS		WPS		Service Asset #:		Next Discount:		UpSell:								Net Disc %:		Current Discount:		Product 2		10					
Product:		Service Account:		Customer:																																																																																																								
California Wireless 600		AK's Partner (Service)		Customer																																																																																																								
Service Id:		Billing Account:		Comments:																																																																																																								
1		AK's Partner (Billing)																																																																																																										
Service Point ID:		Agreement Name:		Pricing C:																																																																																																								
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Action:		*Qty:		Disc Price:																																																																																																								
Add		10																																																																																																										
Package:		Attributes:		Product 1																																																																																																								
Service:		Covered Product:		Part #:																																																																																																								
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Service Asset #:		Next Discount:		UpSell:																																																																																																								
Net Disc %:		Current Discount:		Product 2																																																																																																								
10																																																																																																												

Fig. 9D-3

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Line Item (S1)									
More Info		Attachments		Bill to/Ship To		Line Item (S1)		Orders	
Sequence	Qty ▽	Item	Start Price ▽	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action
1	10	California Wireless S	150.00	150.00	1500.00	Each		123456789	Add A.A. Parker Service A.K. Parker (Billing) Test Agreement
2	1	Call Waiting	3.00	3.00	30.00	Per Month			Update A.A. Parker Service A.K. Parker (Billing) Test Agreement
3	1	News SOS	160.00	160.00	160.00	Each			Add A.A. Parker Service A.K. Parker (Billing) Test Agreement
4	1	Hands Free Access S	25.00	0.00	0.00	Each			Delete A.A. Parker Service A.K. Parker (Billing) Test Agreement

Totals				Line Item Detail				Attributes	
E		C		D		F		G	
Attribute Name	Data Type ▽	Value	Description ▽					Action	
No. of Rings	Number	6	Number of rings before call is forwarded					Delete	
Forwarding No.	Text	(650) 278-3632	Number to forward call to					-	

Fig. 9D-4

Sales Order		New		Service		Invoiced		Shipped		Pending		Completed		Cancelled	
Order #:		36-1479176		Site:		Santa Clara		Last Name:		Opener		First Name:		Giles	
Type:		Sales Order		Priority:		Medium		Status:		Open		Service Account:		A.K. Parker (Service)	
*Status:		Open		Revision:		1		Billing Account:				Billing Account:		A.K. Parker (Billing)	
Account:		A.K. Parker		Site:		Santa Clara		Last Name:		Opener		First Name:		Giles	
Description:		Description to the Sales Order.													
Opportunity:		Service Warranties for Pe...													
Quote #:		10-3768F		SR #:		36-J63/WEK		Agreement Name:		Test Agreement		Line Item		Pending	
Line Item		Payment		Attachments		Chants		Back Office (Oracle 11)		Line Items (SAP S2K)		Back Office (Oracle 11)		Pending	
More Info		Item		Start Price ▲		Net Price		Extended Price		UOM		Service ID		Status	
New		Item ▲		Item ▲		Item ▲		Item ▲		UOM		Service ID		Action	
Edit		Description		Description		Description		Description		Description		Description		Billing Account	
Delete		Delete		Delete		Delete		Delete		Delete		Delete		Ag	
Sequence		Qty ▲		Item ▲		Item ▲		Item ▲		UOM		Service ID		Update Back Office Service A/C	
1		1		California Vehicles		50.00		50.00		Each		1		Update Back Office Service A/C	

Fig. 9E

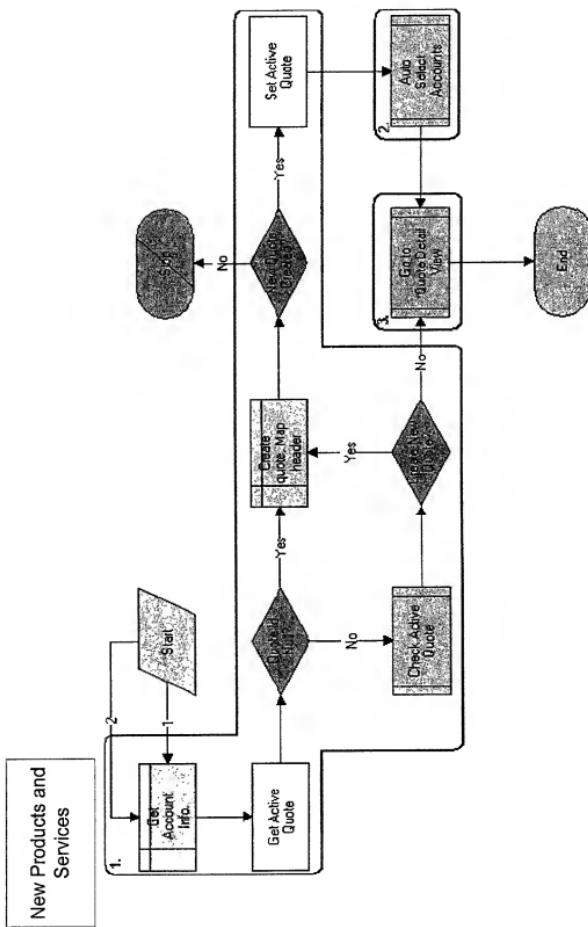


Fig. 10A

20060707-T6942007

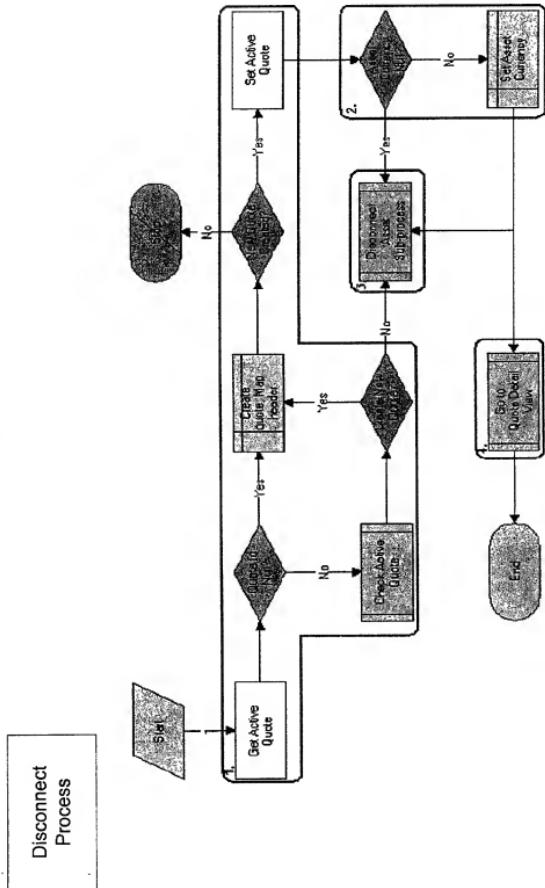


Fig. 10C-1

206070 - 16942007

Disconnect Asset
Sub-Process

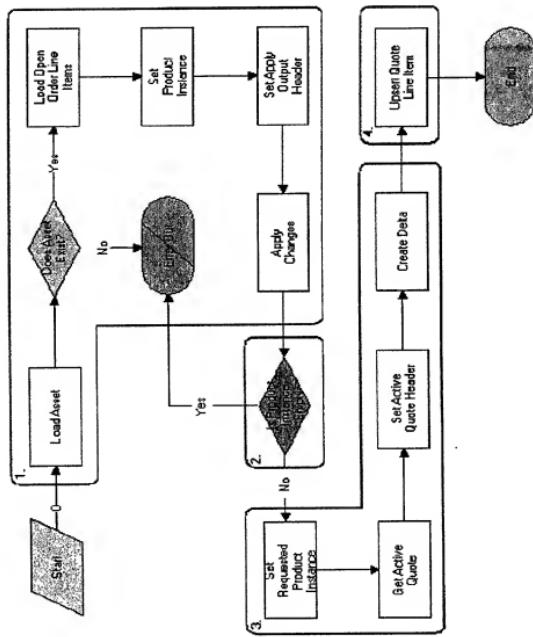


Fig. 10C-2

206020-T694200T

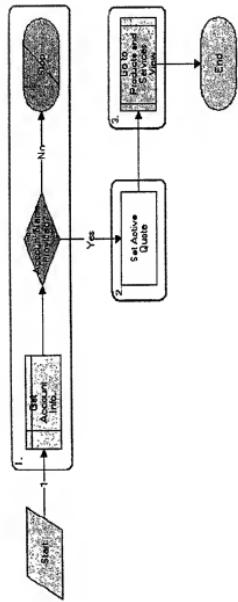


Fig. 10D



20060701-16942007

Edit Quote Line
Item Process

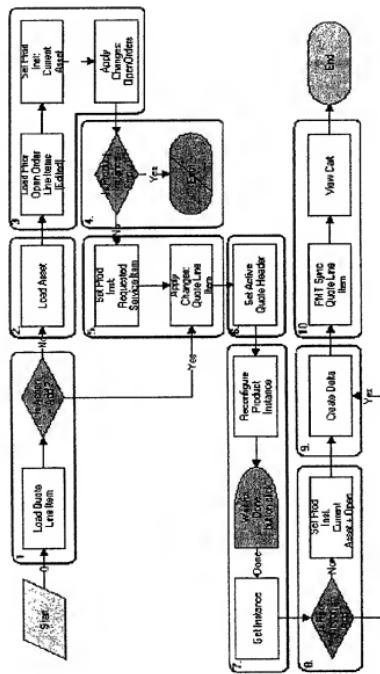


Fig. 10E

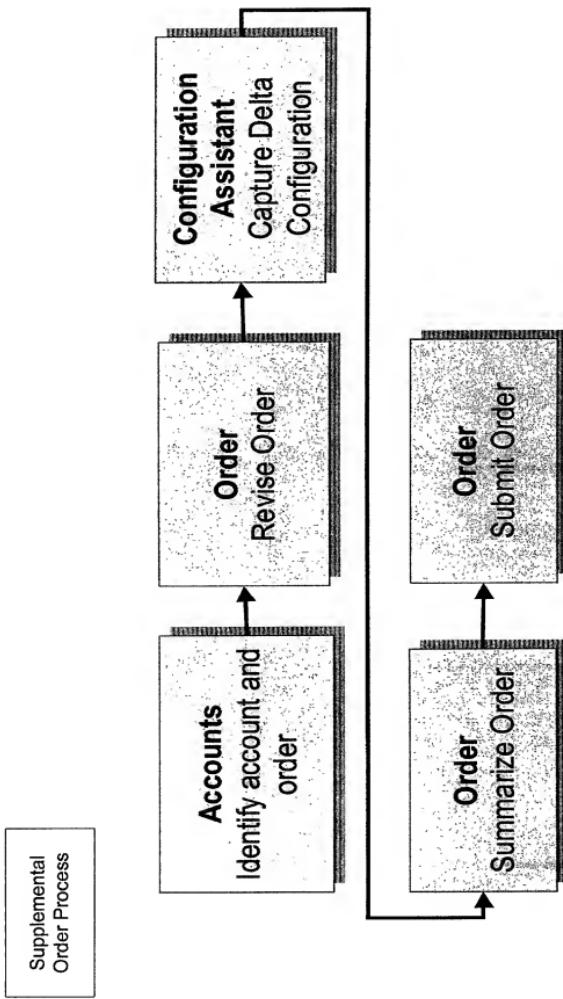


Fig. 10F

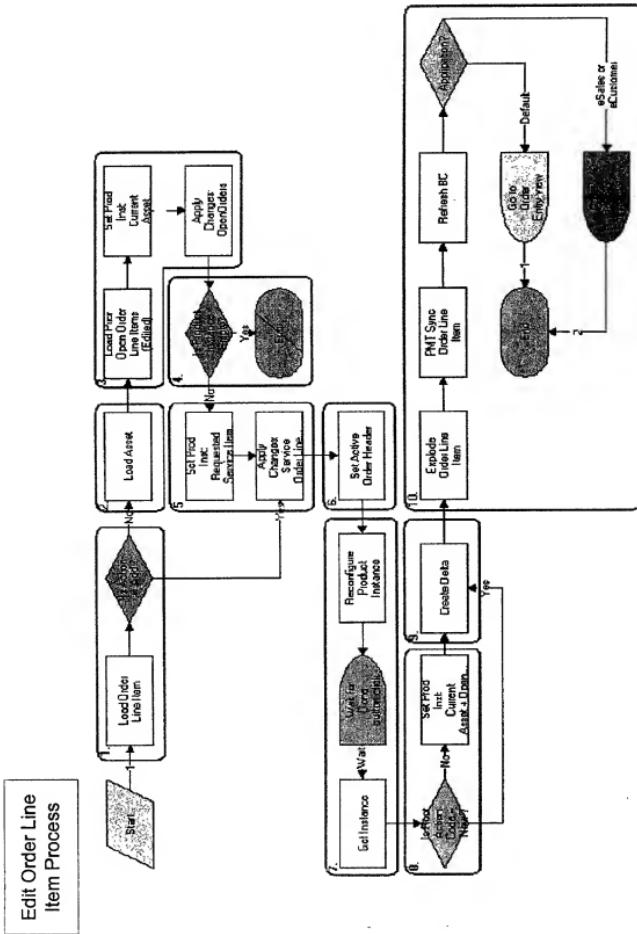


Fig. 10G

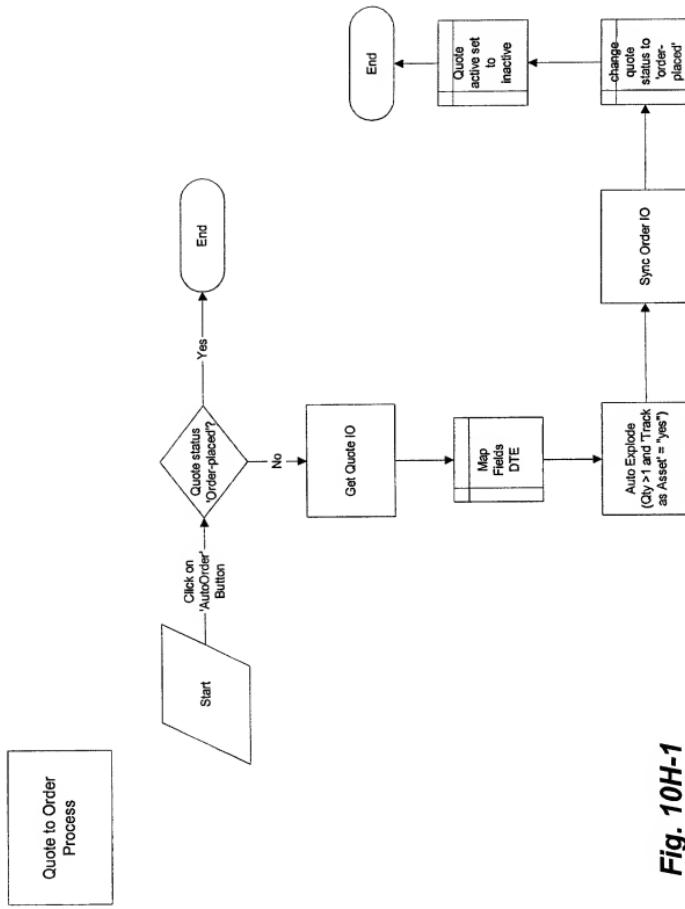


Fig. 10H-1

FIG. 10H-2

Quote	
Sales Order	Service Order
Columns Displayed:	Advanced Sort, Change Records, Merge Records
Import:	Export
Select All	Invert Selection
New Record	Edit Record
Save Record	Copy Record
Undo Record	Delete Record
New Query	Run Query
Refine Query	Refresh Record

Opportunity: [Input Field]

Revision: [Input Field]

Status: [Input Field]

Order Placed: [Input Field]

Price List: [Input Field]

Application List Prices: [Input Field]

Discount: [Input Field]

Line Items

Order #	Order Date	Type	Status	Account	Shipments	Line Items	Priority
102-1719601	09/02/2001 2:38:26 PM	Sales Order	Open	Marriott International	1	1	Medium

FIG. 10H-2

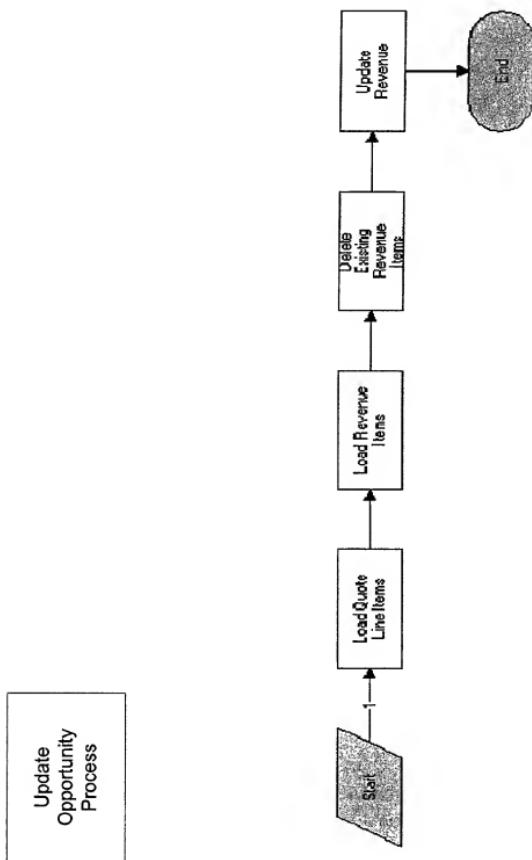


FIG. 10I

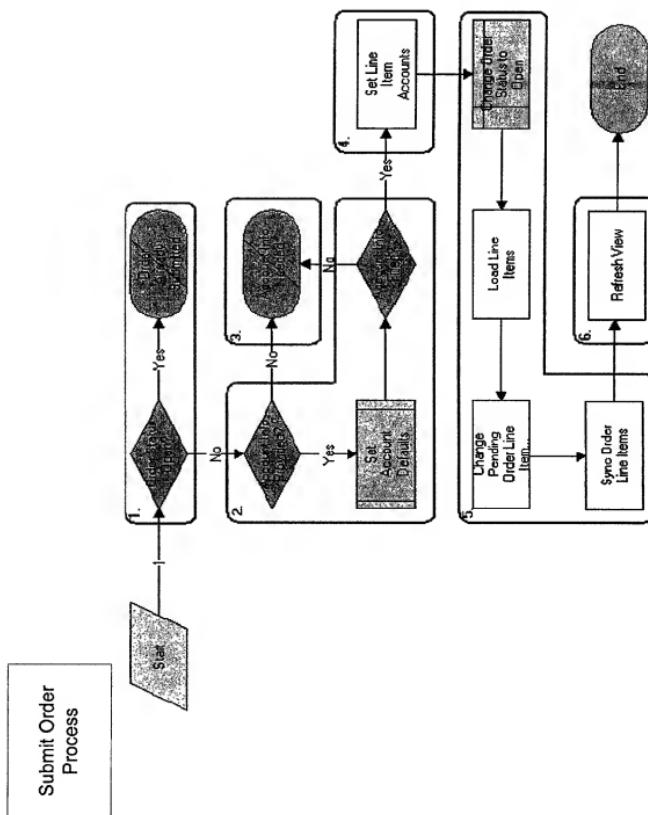


Fig. 10J

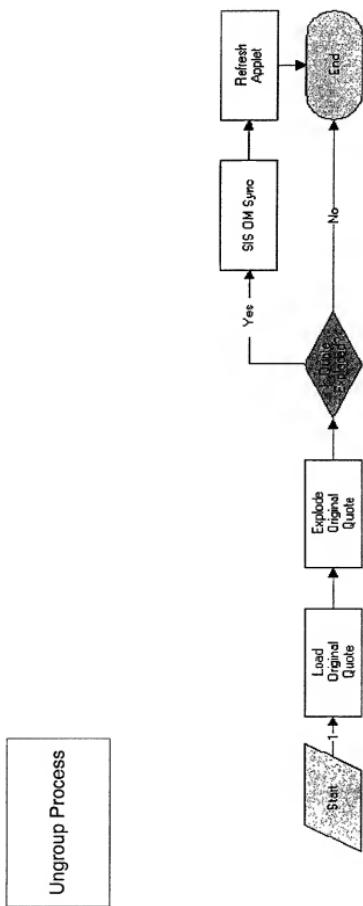


Fig. 10K

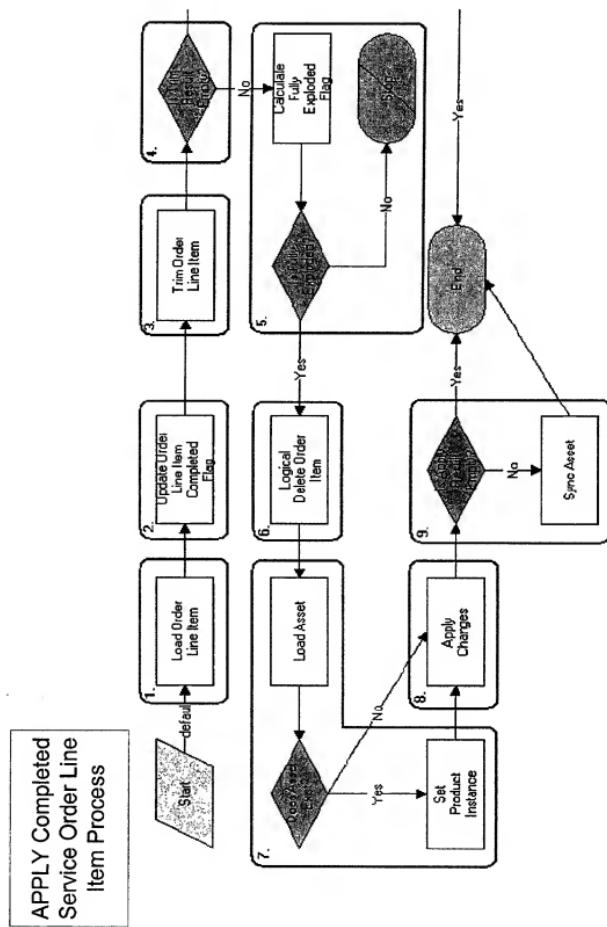


Fig. 10L

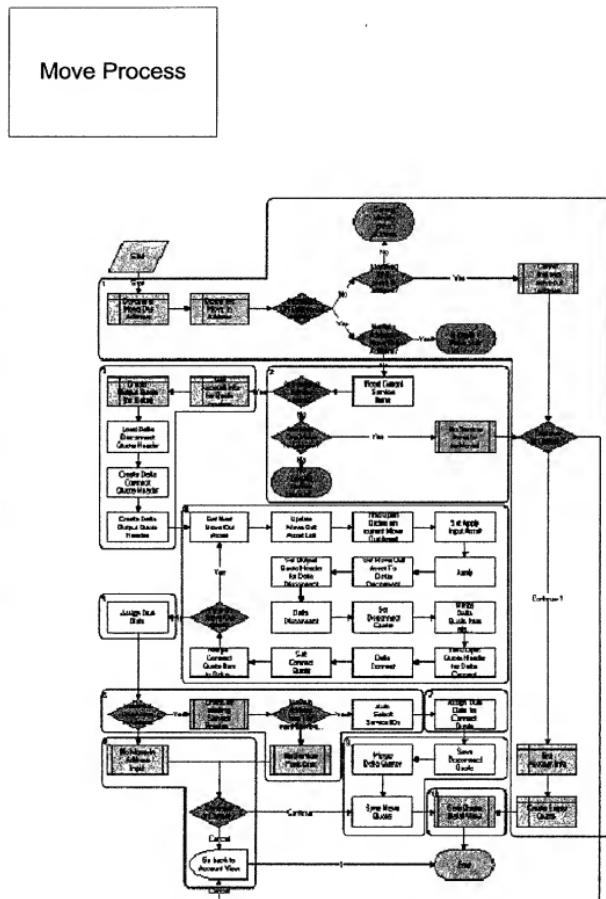


Fig. 10M

10024691 - 070902

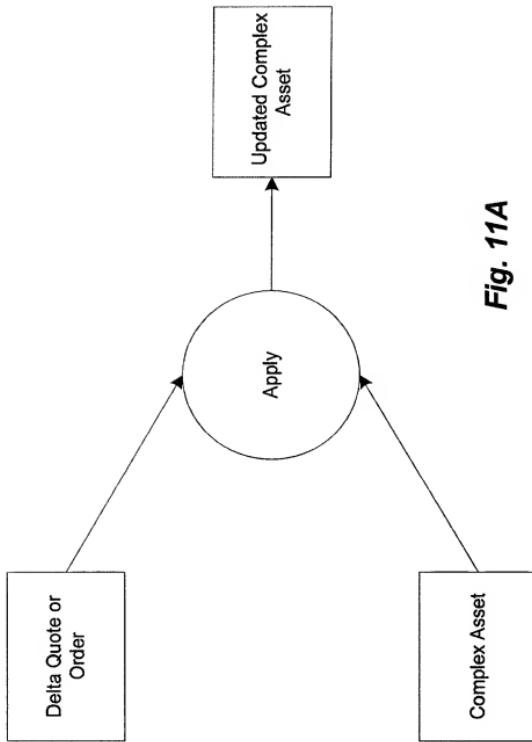


Fig. 11A

20060707T16941200T

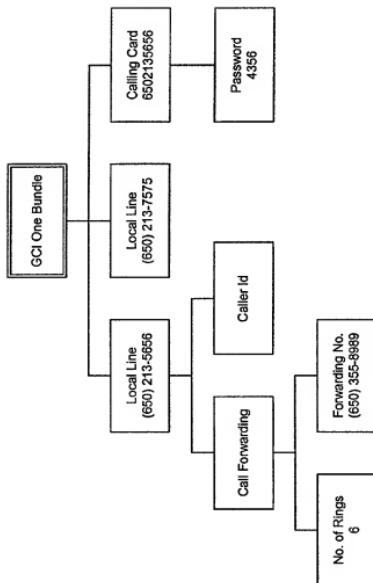


Fig. 11B-1

206070 - 1694200T

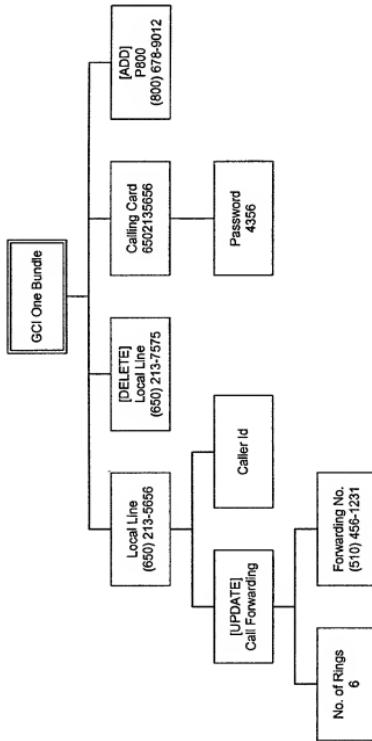


Fig. 11B-2

2006020 - 16912007

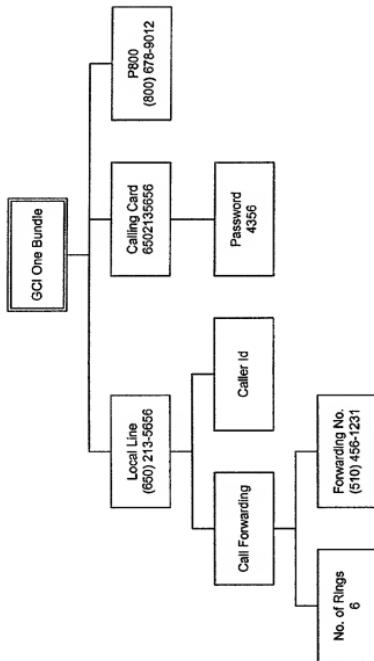


Fig. 11B-3

2000-07-07 15:59:20.000

Attorney Docket No.: *SBL0020US* Serial No.: *10/024,691*
First Inventor: *Richard Joseph Caballero*
Title: *System and Method for Processing Complex Orders*

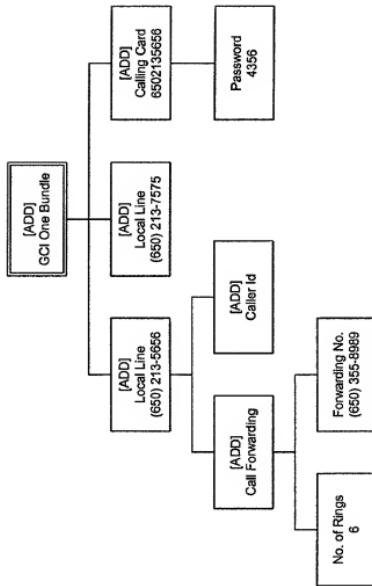


Fig. 11C-1

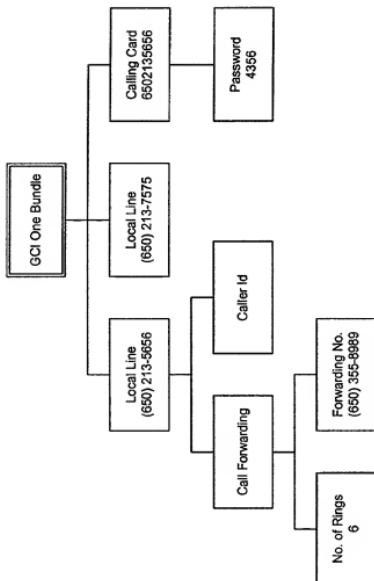
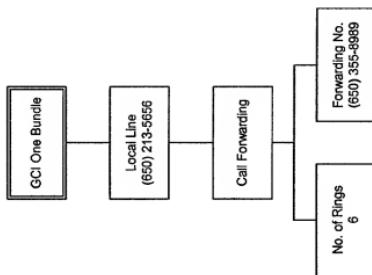


Fig. 11C-2

Fig. 11D-1



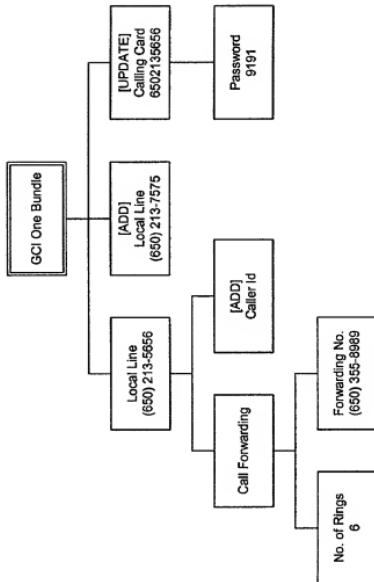


Fig. 11D-2

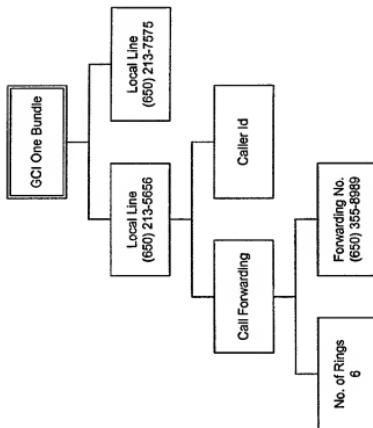


Fig. 11D-3

Attorney Docket No.: *SBL0020US* Serial No.: *10/024,691*
First Inventor: *Richard Joseph Caballero*
Title: *System and Method for Processing Complex Orders*

206020 - 16 Sept 2007

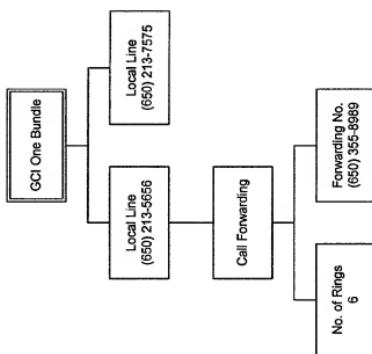


Fig. 11E-1

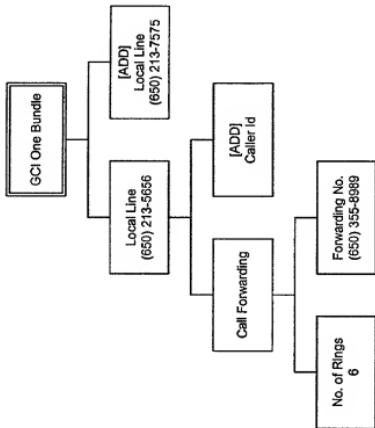


Fig. 11E-2

206020 - 1694200T

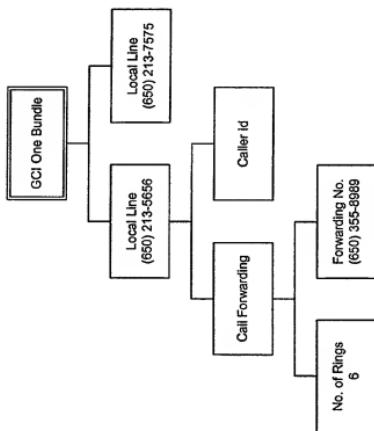


Fig. 11E-3

20060207-1691300T

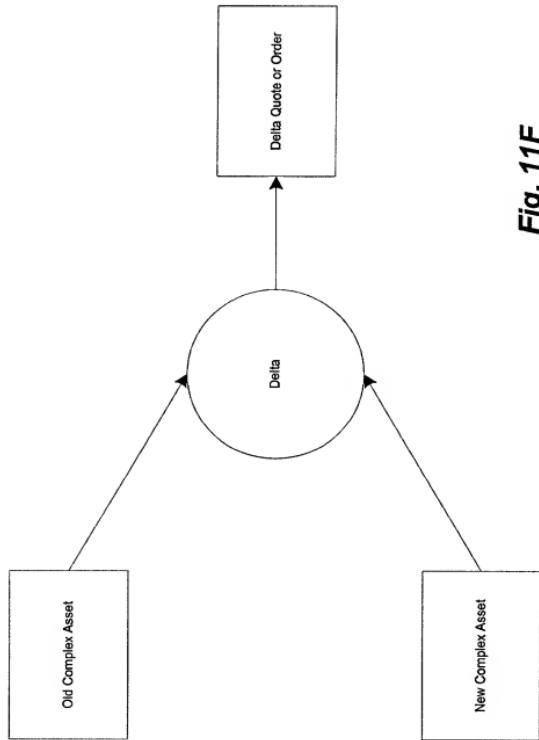


Fig. 11F

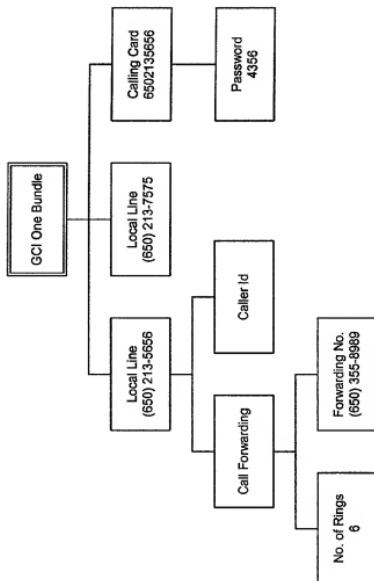


Fig. 11G-1

206020 = 163h2007

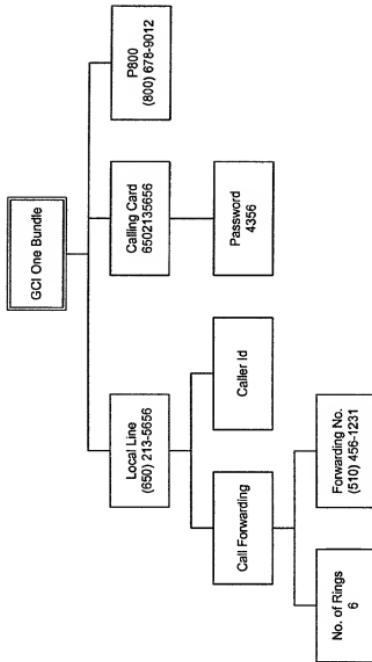


Fig. 11G-2

2006020 - 1694200T

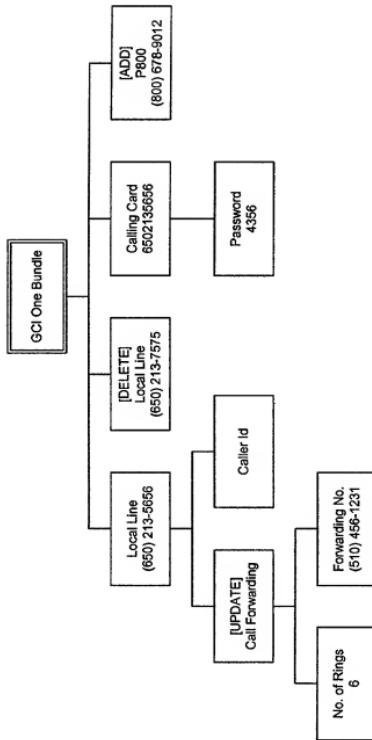


Fig. 11G-3

206020-T6Sh200T

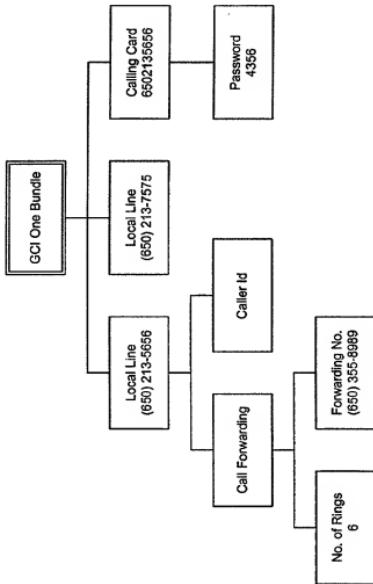


Fig. 11H-1

206020-T6Shz00T

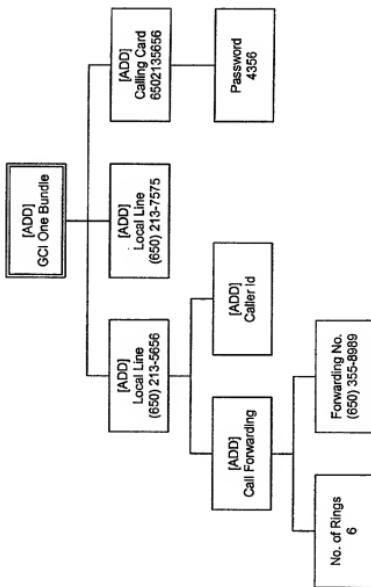


Fig. 11H-2

20060209 - 16542007

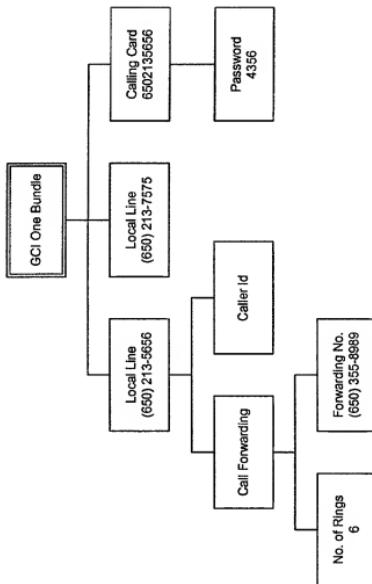


Fig. 11I-1

20060706-16942007

Attorney Docket No.: SBL0020US Serial No.: 10/024,691
First Inventor: Richard Joseph Caballero
Title: System and Method for Processing Complex Orders

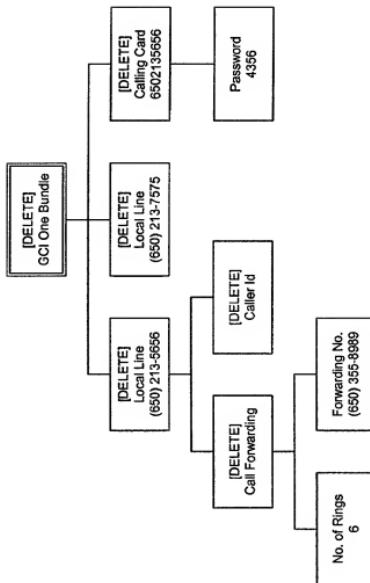


Fig. 11-2

2006020 - 16942007

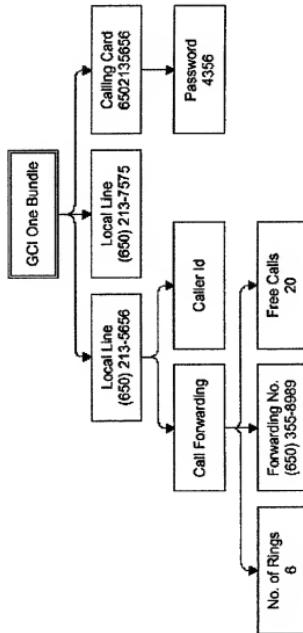


FIG. 11J-1

206040-T694200T

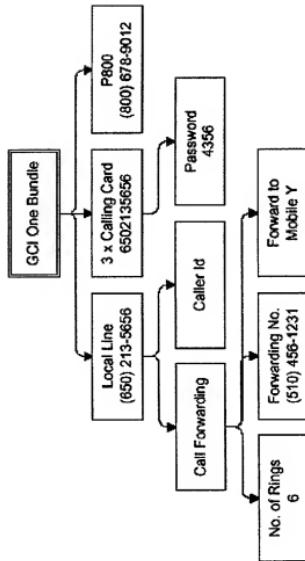


FIG. 11J-2

2006-07-07 16:59:12 2007

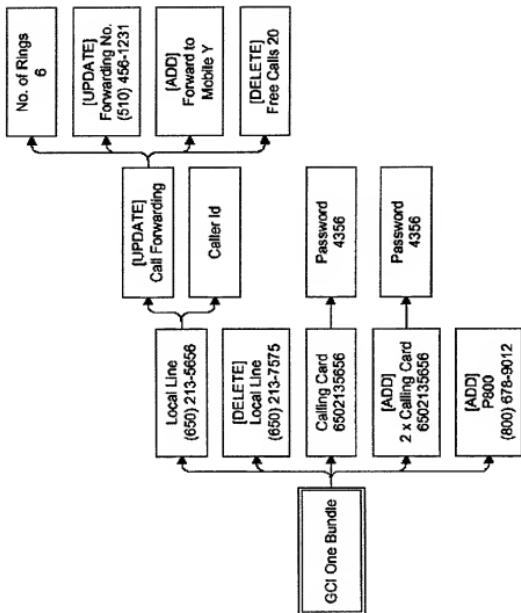


FIG. 11J-3

206070 : T6942007

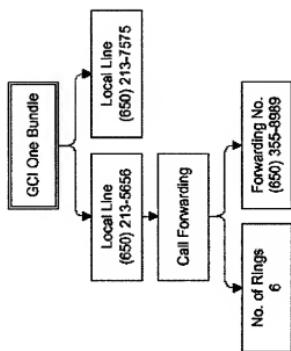


FIG. 11K-1

2060Z0 : 16 Sept 2007

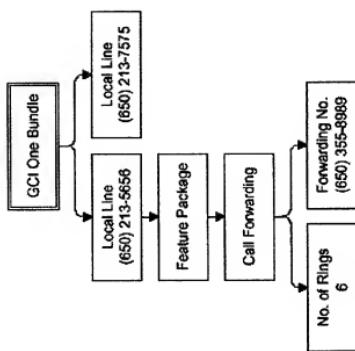


FIG. 11K-2

2006/07/07 16:94:2007

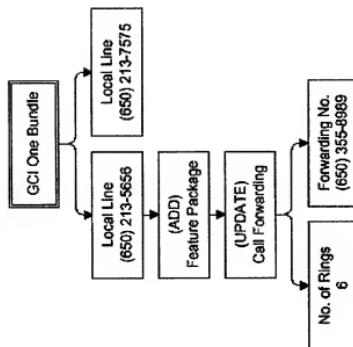


FIG. 11K-3

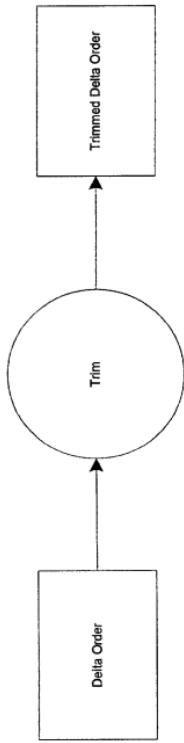


Fig. 11L

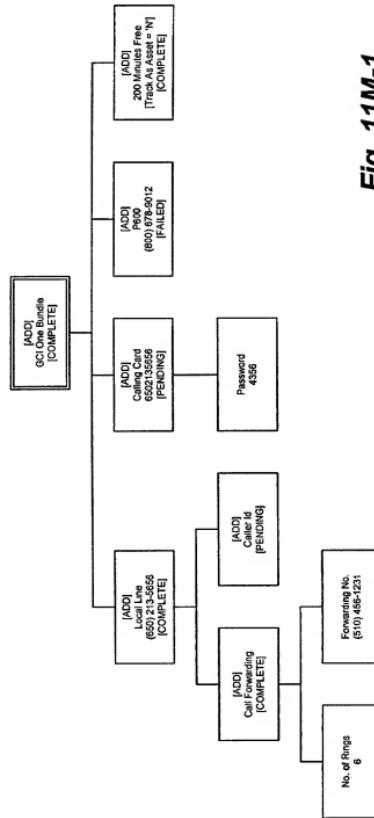


Fig. 11M-1

206020 - 16942007

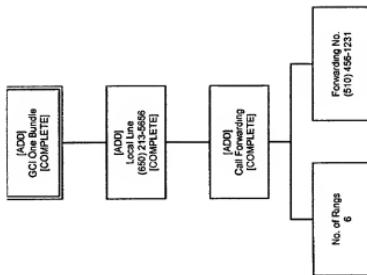


Fig. 11M-2

20060207-A6942007

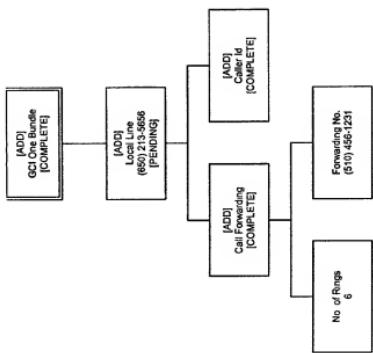


Fig. 11N-2

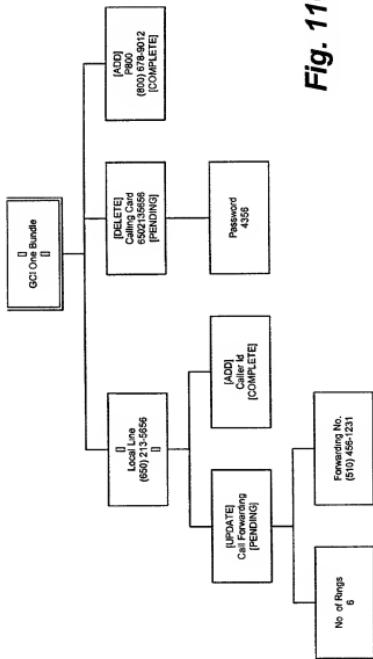


Fig. 11O-1

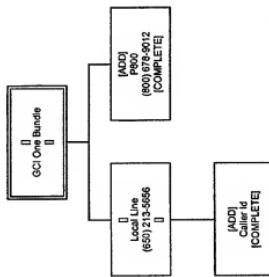


Fig. 11O-2

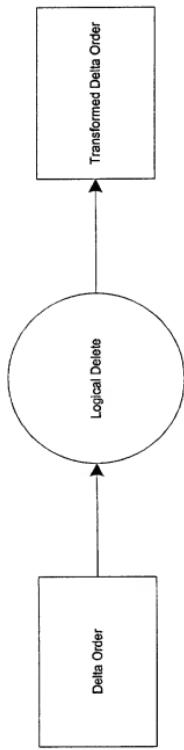


Fig. 11P

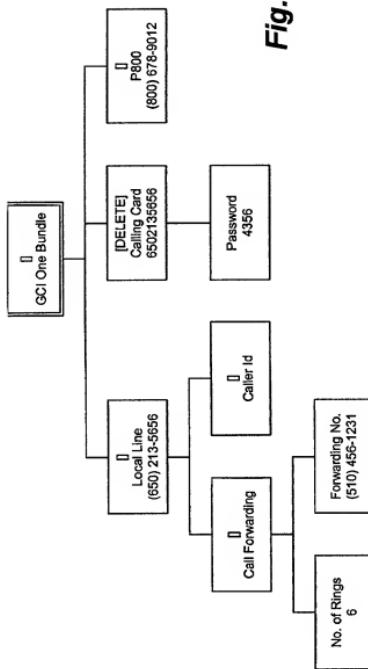


Fig. 11Q-1

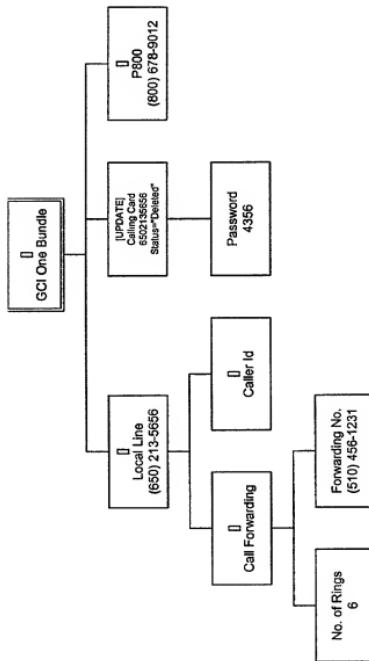


Fig. 11Q-2

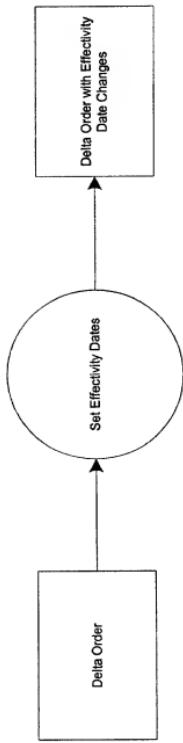


Fig. 11R

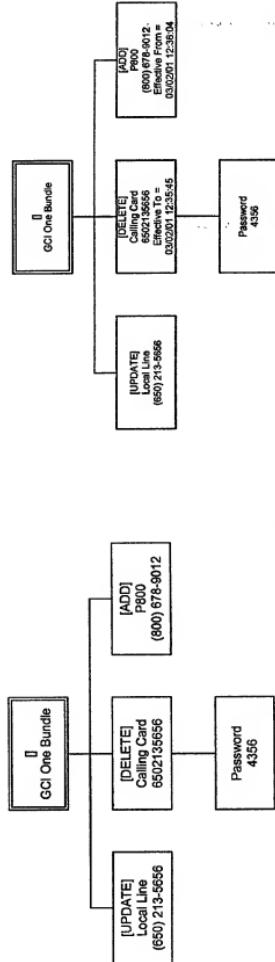


Fig. 11S-1

Fig. 11S-2

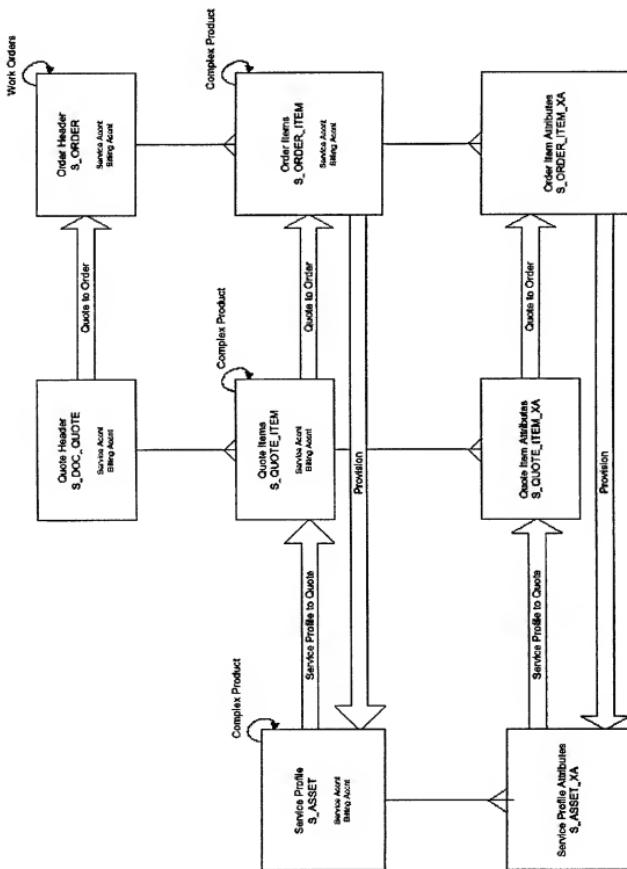


FIG. 12